

CHILD WELFARE SERVICES DISASTER RESPONSE PLAN TEMPLATE

County & Agency Name: Yolo County Department Of Employment & Social Services Date Completed: 9/14/07

Name/Title: Carolyn Holst
 Person Managing/Overseeing Emergency Plan Implementation

Telephone #: (530) 661-2782

E-mail Address: carolyn.holst@yolocounty.org

This template is intended to be used as a guide to help counties incorporate the 2006 federal disaster response criteria as part of local child welfare plans. Minors in the probation system must also be included in the plan. County plans must be amended to include Child Welfare Services (CWS) Disaster Response Plans and be operational by September 28, 2007.

In September 2006, Congress passed the Child and Family Services Improvement Act of 2006 (Public Law (PL) 109-288). PL 109-288 amended Part B of Title IV of the Social Security Act to reauthorize the Promoting Safe and Stable Families Program. Among other changes, PL 109-288 established requirements for states on disaster planning in child welfare under Section 6 (a) (16). Accordingly, counties are requested to address the following program areas in developing local disaster readiness plans.

CHILD WELFARE SERVICES DISASTER RESPONSE PLAN TEMPLATE

CWS Disaster Response Criteria A:	Identify, locate, and continue availability of services for children under State care or supervision who are displaced or adversely affected by a disaster:
Essential Function:	1. Identification and location process of children who may be displaced
Process Description:	<u>Foster Children:</u> On a monthly basis CWS will run a business objects report on all Yolo County dependents in out of home placement and all children placed inn Yolo County through Interstate Compact for Placement of Children (ICPC). This report will indicate the Placement Home name, address, and phone number so that, in the event of a disaster, calls or visits can be made to ensure the safety of our children as well as determine if relocation has been or may be necessary. This monthly report will be maintained in the Child Welfare Service – DISASTER PREPAREDNESS Binder and with the

	<p>Departments Disaster Preparedness Plan in the Employment and Transitional Services Division.</p> <p><u>Children with Special Needs:</u> CWS will coordinate with the co-located Public Health Nurse to identify medically fragile foster children so that, in the event of a disaster, calls or visits can be made to ensure the safety of these children as well as determine if relocation has occurred or may be necessary.</p>
Essential Function:	2. Communication process with child care providers
Process Description:	<p>During an emergency and if telephone service is not interrupted, clients and the public can reach CWS through the following numbers:</p> <p>Monday through Friday, 8:00 a.m. to 5:00 p.m.: 1 (888) 400-0022 or (530) 669-2345</p> <p>After hours, holidays and weekends: (530) 666-8920 (Yolo County Dispatch)</p> <p>If there is a life threatening emergency call “911”.</p> <p>If possible, the media will be alerted to inform clients of emergency services and ways to get in touch with CWS.</p>
Essential Function:	3. Identification of evacuation procedures – Event known in advance
Process Description:	<p>In order to meet the challenges associated with a disaster all alternative schedules will be suspended and all Child Welfare Services staff will be required to adhere to a standard work week schedule of 8:00 – 5:00, Monday through Friday until the crisis has passed.</p> <p>The type and scope of the emergency situation that has occurred will dictate the type of response that can be made. As much as possible, business will go on as usual and all job functions will be covered. In the event that staff are not able to report to work or must report to alternative work locations, other critical job functions will be maintained as much as possible. Overall office operations in the event of a disaster are covered in the Yolo County Disaster Plan.</p>
Essential Function:	4. Identification of evacuation procedures – Event not known in advance

Process Description:	<p>In order to meet the challenges associated with a disaster all alternative schedules will be suspended and all staff will be required to adhere to a standard work week schedule of 8:00 – 5:00, Monday through Friday until the crisis has passed.</p> <p>The type and scope of the emergency situation that has occurred will dictate the type of response that can be made. As much as possible, business will go on as usual and all job functions will be covered. In the event that staff are not able to report to work or must report to alternative work locations, other critical job functions will be maintained as much as possible. Overall office operations in the event of a disaster are covered in the Yolo County Disaster Plan.</p>
Essential Function:	5. Identification of shelters
Process Description:	We will receive a Notice of Disaster from OES indicating the location of the disaster and where the potential shelters are located. CWS staff will be identified to help man the shelters. They will contact families in affected areas and advise them of the shelter locations and determine if there are needs to be addressed.
Essential Function:	6. Parental notification procedures
Process Description:	<p>During an emergency and if telephone service is not interrupted, clients and the public can reach CWS through the following numbers:</p> <p>Monday through Friday, 8:00 a.m. to 5:00 p.m.: 1 (888) 400-0022 or (530) 669-2345</p> <p>After hours, holidays and weekends: (530) 666-8920 (Yolo County Dispatch)</p> <p>If there is a life threatening emergency call “911”.</p> <p>If possible, the media will be alerted to inform clients of emergency services and ways to get in touch with CWS.</p>
Essential Function:	7. Alternative processes for providing continued services
Process Description:	Normal office hours are from 8:00AM to 5PM. The nature and extent of the emergency will

influence the ability to remain open during a disaster. We anticipate that should staffing be reduced by 30%, both offices will remain open. If staffing is reduced by 50%, office hours will be shortened or one facility will be closed and services will be consolidated. It is necessary to process emergency applications, accept phone calls, and provide referrals to meet emergency needs. Application forms will be available in the building foyer of the Woodland office and the West Sacramento office. Applications may be delivered to a secure drop-box in front of the buildings during the hours the office is closed to the public. Staff on duty will be instructed on how to contact the appropriate persons for necessary support services.

The following offices will be open to the public:

The Department of Employment and Social Services offices, located at 25 N. Cottonwood Street, Woodland

The Department of Employment and Social Services offices, located at 500 Jefferson Boulevard, Suite 100, West Sacramento

During an emergency and if telephone service is not interrupted, clients and the public can reach CWS through the following numbers:

Monday through Friday, 8:00 a.m. to 5:00 p.m.:
1 (888) 400-0022 or (530) 669-2345

After hours, holidays and weekends:
(530) 666-8920 (Yolo County Dispatch)

If there is a life threatening emergency call “911”.

If possible, the media will be alerted to inform clients of emergency services and ways to get in touch with CWS.

A Social Worker will be assigned to handle hotline calls. If a Social Worker is not available, Clerical or support staff may be able to cover this function with close guidance from a Social Worker or Supervisor.

Hot Line

A Social Worker will be assigned to handle hotline calls. If a Social Worker is not available, Clerical

	<p>or support staff may be able to cover this function with close guidance from a Social Worker or Supervisor.</p> <p>Mandated services are:</p> <ul style="list-style-type: none"> • To provide emergency response and intake services, including operating a 24-hour hotline • Investigate and assess risk and safety issues • Comply with court and legal timelines and mandates • Provide referral and case management services <p>These services will continue until or unless the State of California waives timelines or extends timelines for response.</p> <p>Foster Care</p> <p>The only Foster Care Activities that will be considered an emergency are:</p> <ul style="list-style-type: none"> • Emergency Foster Care and Probation Medi-Cal • Foster Care Placement Changes – Stop Payments <p>All emergency actions will be documented and placed in a priority envelope to be routed to Foster Care staff for immediate follow-up as staffing allows.</p> <p><u>Investigations and Case Management</u></p> <p>In the event that the case carrying social worker is not available coverage will be provided by Senior Social Workers, Social Worker Practitioners and/or Supervisors with the first option being a social worker in the unit the case is in. Duties may include but not be limited to;</p> <ul style="list-style-type: none"> • Referral investigations, • court report writing, • face to face contacts, and • referrals to services.
Essential Function:	8. Staff assignment process
Process Description:	<p>The Administration and Fiscal Services Division will provide support services throughout the department. It is presumed that limited staff will be available to provide support services to program staff.</p> <p><u>Facilities & Operations</u></p> <p>Mail and supply delivery services will continue as normally as possible. Facility maintenance will proceed if the necessary support from General Services and contractors is available.</p>

Civil Rights

Staff on duty will be take information and make the Civil Rights Complaint form GEN 1179 along with a return envelope available to the complainant. Have the complainant sign the Receipt of Civil Rights Complaint Form. When normal operations resume, the Civil Rights complaint investigation procedure will resume.

Interpreter Services

Bi-lingual services will be available to provide English, Russian and Spanish translations. For all other interpreter services, management will have access to the Language Line.

Grievance Process

The hearing process will be suspended until normal operations are resumed. Staff will be directed to assist clients in providing mandated services.

Automated Systems

IT will provide staff to fulfill requirements needed to maintain and support all DESS Systems and users who will be working to insure all required daily processes and batch output related to emergency services are completed. Daily processes must be completed in order to insure the timely issuance of emergency benefits, required supporting documentation (i.e., NOAs, Warrants, etc.) and mandated correspondence to be mailed through the U.S. Postal Service. Daily file transmissions to County Auditor, Yolo County ITD, EDS, J.P. Morgan (EBT) and Bank of America are required in order to maintain accurate client benefits and balances.

Work Schedules

In order to meet the challenges associated with a disaster all alternative schedules will be suspended and all staff will be required to adhere to a standard work week schedule of 8:00 – 5:00, Monday through Friday until the crisis has passed.

Support Staff

Support staff can assist with many varied job functions such as but not limited to:

- Assist with phone calls to verify location of foster children and hotline coverage,
- Assist with in person verification of location of foster children in the event that phone lines are down,
- Emergency Placements – assist in locating foster home placements, and
- LiveScan for emergency placements if available.

Essential Function:	9. Workload planning
Process Description:	<p>Communication is vital in the event of an emergency or disaster. If phone lines/cell phones are working staff should check in with their immediate supervisor if there is any question about their ability to get to work.</p> <ul style="list-style-type: none"> • Staff will be informed of alternative locations to report to work if necessary. <p><u>Records</u> To protect our records and use information systems that can be accessed during an emergency it is important to do the following:</p> <ul style="list-style-type: none"> • Store case records and paper files in filing cabinets to better protect them from smoke or water damage. • Ensure that contact information and other placement information is kept up to date in CWS/CMS and in the case file. Since the CWS/CMS information has off-site backup, critical information will be maintained in the event of a local disaster, however it may be temporarily inaccessible due to power outages. <p><u>Mitigating the Workload Impact</u> After the department staffing and functions returns to normal, there will be a period of time in which services will remain impaired as the backlog is addressed. The department will develop a detailed plan to address backlog and deploy staff as necessary.</p>
Essential Function:	10. Alternative locations for operations
Process Description:	<p>Communication is vital in the event of an emergency or disaster. If phone lines/cell phones are working staff should check in with their immediate supervisor if there is any question about their ability to get to work.</p> <ul style="list-style-type: none"> • Staff will be informed of alternative locations to report to work if necessary.
Essential Function:	11. Orientation and ongoing training
Process Description:	<p>If the disaster lasted for one week, then training would not be an essential function during that time. If the disaster persists and new staff is hired and the state and federal governments continue to require mandates, make legislative, policy or procedural changes, then training would have to resume unless compliance with mandated training was waived during the length of the disaster.</p>
CWS Disaster Response Criteria B:	Respond, as appropriate, to new child welfare cases in areas adversely affected by a disaster, and provide services in those cases:

Essential Function:	1. New child welfare investigation process
Process Description:	The type and scope of the emergency situation that has occurred will dictate the type of response that can be made. As much as possible, business will go on as usual and all job functions will be covered. In the event that staff are not able to report to work or must report to alternative work locations, other critical job functions will be maintained as much as possible. Overall office operations in the event of a disaster are covered in the Yolo County Disaster Plan.
Essential Function:	2. Implementation process for providing new services
Process Description:	Only mandated services will be provided during a disaster.
CWS Disaster Response Criteria C:	Remain in communication with caseworkers and other essential child welfare personnel who are displaced because of a disaster:
Essential Function:	1. Communication structure – staff
Process Description:	<p>Communication is vital in the event of an emergency or disaster. If phone lines/cell phones are working staff should check in with their immediate supervisor if there is any question about their ability to get to work.</p> <ul style="list-style-type: none"> • Staff will be informed of alternative locations to report to work if necessary.
Essential Function:	2. Communication structure – child welfare personnel
Process Description:	<p>Designated staff will use the employee confidential phone list to contact staff. Designated staff will use the DISASTER PREPAREDNESS binder to contact affected families.</p> <p><u>Hot Line</u> A Social Worker will be assigned to handle hotline calls. If a Social Worker is not available, Clerical or support staff may be able to cover this function with close guidance from a Social Worker or Supervisor.</p>
Essential Function:	3. Communication structure – contracted services
Process Description:	After hours, holidays and weekends: (530) 666-8920 (Yolo County Dispatch)

	<p>If there is a life threatening emergency call “911”.</p> <p>If possible, the media will be alerted to inform clients of emergency services and ways to get in touch with CWS.</p> <p>A Social Worker will be assigned to handle hotline calls. If a Social Worker is not available, Clerical or support staff may be able to cover this function with close guidance from a Social Worker or Supervisor.</p> <p><u>Hot Line</u> A Social Worker will be assigned to handle hotline calls. If a Social Worker is not available, Clerical or support staff may be able to cover this function with close guidance from a Social Worker or Supervisor.</p>
Essential Function:	4. Communication process when all normal channels are unavailable
Process Description:	<p><u>Signage for Customers</u> Signage or notices will be placed as necessary throughout the emergency period to advise clients of changes in services, hours, location, etc.</p> <p>There will be a sign posted to direct customers to complete the applications and place them in the secure drop box to preserve the date of application.</p>
Essential Function:	5. Communication frequency
Process Description:	<p><u>Hot Line</u> A Social Worker will be assigned to handle hotline calls. If a Social Worker is not available, Clerical or support staff may be able to cover this function with close guidance from a Social Worker or Supervisor.</p>
Essential Function:	6. Communication with media
Process Description:	If possible, the media will be alerted to inform clients of emergency services and ways to get in touch with CWS.
Essential Function:	7. Communication with volunteers

Process Description:	<p>Communication with emergency management person, the media, other counties and states, and our partners is vital.</p> <p>The following information will be updated and maintained in a binder labeled CWS-Disaster Preparedness which is located outside of the clerical supervisor's office.</p> <ul style="list-style-type: none"> • Yolo Child Welfare Staff phone numbers • California ICPC Contact List • National ICPC Contact List • Group Home Provider and Foster Family Agency Lists
Essential Function:	8. Establishment of a toll-free number prior to disaster (include TTY)
Process Description:	<p><u>Hot Line</u> (888) 400-0022; for TTY (800)-651-5111</p> <p>A Social Worker will be assigned to handle hotline calls. If a Social Worker is not available, Clerical or support staff may be able to cover this function with close guidance from a Social Worker or Supervisor.</p>
CWS Disaster Response Criteria D:	Preserve essential program records:
Essential Function:	1. Record preservation process
Process Description:	<p>To protect our records and use information systems that can be accessed during an emergency it is important to do the following:</p> <ul style="list-style-type: none"> • Store case records and paper files in filing cabinets to better protect them from smoke or water damage. • Ensure that contact information and other placement information is kept up to date in CWS/CMS and in the case file. Since the CWS/CMS information has off-site backup, critical information will be maintained in the event of a local disaster, however it may be temporarily inaccessible due to power outages.
Essential Function:	2. Use of off-site back-up system
Process Description:	Our current CWS/CMS system is backed-up at a host in Rancho Cordova. We may lose 48 hours of data, but it would be recoverable. If the computer is not available, all work will be done manually.

	Any input will be done when computer connectivity is restored.
CWS Disaster Response Criteria E:	Coordinate services and share information with other states:
Essential Function:	1. Interstate Compact on the Placement of Children reporting process
Process Description:	In the event of a regional disaster it will be necessary to locate and ensure the safety and well being of Yolo County dependent children placed out of county as well as respond to calls from other CWS agencies about the safety of their dependents placed in our county. If phone lines are working we will make and respond to calls to and from other CWS agencies to inquire about the location of our and their dependent children.
Essential Function:	2. Mental health providers
Process Description:	Designated staff will use existing crisis intervention services to respond to disaster situations.
Essential Function:	3. Courts
Process Description:	Arrangements will be made to find alternate locations for essential hearings.
Essential Function:	4. Federal partners
Process Description:	Designated DESS staff will be identified to communicate with Federal partners.
Essential Function:	5. CDSS
Process Description:	Designated DESS staff will be identified to communicate with CDSS.
Essential Function:	6. Tribes
Process Description:	Designated DESS staff will be identified to communicate with Tribes.
Essential Function:	7. Volunteers

Process Description:	Communication will happen through Red Cross or OES.
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